

**Position Description
City of Terre Haute**

Sewage Billing Supervisor

Department: Sewage Billing

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Reports to: IT Director

Content Revision Date: 03/07/2017

Standard Job Functions

- Take personal responsibility to provide exceptional customer service and account collection efficiency. Promote and maintain a positive City image, constructive working environments, and foster pride and professionalism in the workplace.
- Adhere to all departmental and City policies.
- Consistent attendance and punctuality is required.

Position Specific Responsibilities (include but are not limited to the following):

- Plans, organizes, assigns, supervises, and reviews work of assigned staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary actions; trains staff in work procedures.
- Assists in monitoring operations and activities of billing and collection services; recommends improvements and modifications to customer service and billing.
- Prepares various reports on operations and activities and implements policies and procedures.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile person involving account disputes, collections, and water shut offs for delinquent accounts.
- Understands municipal and state ordinances and resolutions in regards to billing and collection. Provide explanations to customer inquiries concerning policies, ordinances, and resolutions.
- Oversee the creation and maintenance of all billing customers and records by:
 - Ensuring the accuracy of billing codes when new accounts are established.
 - Reviewing bills to discover discrepancies.
- Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Performs research and analysis of billing data usage statistics, collections efficiency, and financial reporting.
- Ability to provide public access to or maintain confidentiality of department information and client service records according to all requirements.
- Effectively communicate orally and in writing with co-workers, other City departments and agencies, vendors and the public.

- Ability to understand, memorize, retain and carry out written or oral instructions and present findings in oral or written form.
- Performs other related duties as required and assigned.

Knowledge, Skills, and Abilities Required:

- Excellent organizational skills and ability to multi-task.
- Excellent written and oral communication skills.
- Excellent critical thinking and decision making skills.
- Demonstrated analytical and problem solving skills.
- Use of independence, initiative and discretion.
- Detail oriented, result minded and ability to meet deadlines.
- Exceptional computer skills (MS Office Suite).

Minimum Qualifications:

Education/Training: A college degree (AS or BS) with five years progressively responsible experience preferred in billing operations or a related field or seven years of billing and collection experience or related field. Preferred minimum of two years of supervisory experience or equivalent.

Working Conditions: Office Setting

Physical Requirements:

- Ability to sit for extended periods of time.
- Finger dexterity required to manipulate objects and use a keyboard.
- Ability to see within normal parameters
- Ability to hear within normal ranges.
- Ability to extend hand(s) and arm(s).
- Ability to work with moderate noise levels.

Position will remain open until filled

Internal Candidates must complete and submit a Job Interest Form, attaching a current resume, to the Human Resources Department. Job Interest Forms are available for download on the City's Intranet site under HR section/Forms & Resources or you may contact HR at 244-2324.

How To Apply: Applications/Resumes and professional references will be accepted online only at terrehaute.in.gov. Applications may be submitted from a home personal computer or by utilizing resources available at your local County Library branch or local Work One office.